

## UTILITY PATENT APPLICATION TRANSMITTAL

(New Nonprovisional Applications Under 37 CFR § 1.53(b))

Attorney Docket No.  
01-7096U.S. PTO  
10/672472

09/26/2003

## TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith is the patent application of ( ) application identifier or (X) named inventor: Iain J. McNeill, Aptos, CA; J. Stephen Graham, Scotts Valley, CA; entitled TALK-LISTEN RATIO PERFORMANCE METRIC FOR TELEPHONE-INTENSIVE PERSONNEL, for a(n):

- ☒ Original Patent Application.
- ☐ Continuing Application (prior application not abandoned):  
☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP)  
of prior Application No. \_\_\_\_\_, filed \_\_\_\_\_.
- ☐ Please add after the title of the application "This is a  
☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP)  
of Application No. \_\_\_\_\_, filed \_\_\_\_\_, which is hereby incorporated by reference."
- ☐ Please add after the title of the application "This application claims the benefit of U.S. Provisional Application  
No. \_\_\_\_\_, filed \_\_\_\_\_, which is hereby incorporated by reference."
- ☐ Applicant hereby claims small entity status.

## Enclosed are:

- ☒ Specification: 23 Total Pages. ☒ Drawing(s): 5 Total Sheets.
- ☒ Oath or Declaration:  
☒ A Newly Executed Combined Declaration and Power of Attorney:  
☒ Signed. ☐ Unsigned. ☐ Partially Signed.
- ☐ A Copy from a Prior Application for Continuation/Divisional (37 CFR § 1.63(d)).  
☐ Signed Statement Deleting Inventor(s) Named in the Prior Application. (37 CFR § 1.63(d)(2)).
- ☒ Power of Attorney. ☒ Return Receipt Postcard.
- ☐ Preliminary Amendment. ☐ Credit Card Authorization Form.
- ☐ Information Disclosure Statement, Form PTO-1449, and copies of cited references.
- ☒ A Duplicate Copy of this Form for Processing Fee Against Deposit Account.
- ☒ Request for Certification (NON-PUBLICATION) under 35 U.S.C. 122(b)(2)(B)(i).
- ☒ Assignment Recordation Cover Sheet (1 page(s)) and Assignment (1 page(s)).
- ☐ A Certified Copy of Priority Documents (if foreign priority is claimed).
- ☐ Other \_\_\_\_\_

| CLAIMS AS FILED                           |           |           |         |          |
|---|-----------|-----------|---------|----------|
| FOR                                       | NO. FILED | NO. EXTRA | RATE    | FEE      |
| Total Claims                              | 22        | 2         | \$18.00 | \$36.00  |
| Independent Claims                        | 2         | 0         | \$84.00 | \$0.00   |
| Multiple Dependent Claims (if applicable) |           |           |         | \$0.00   |
| Assignment Recording Fee                  |           |           |         | \$40.00  |
| Basic Filing Fee                          |           |           |         | \$740.00 |
| Total Filing Fee                          |           |           |         | \$816.00 |

- ☒ At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit  
Account No. 50-2315 (Order No. 01-7096).

Respectfully submitted,

By: Peter Hsieh  
Peter Hsieh, Reg. No. 44,780  
Date: September 26, 2003

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I hereby certify that this is being deposited with the U.S. Postal  
Service "Express Mail Post Office to Addressee" service under  
37 CFR § 1.10 on the date indicated below and is addressed to:

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

By: Chi-Young Choy

Express Mail Label No.: EL 753926665 US  
Date of Deposit: September 26, 2003

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:  
McNeill et al.

Application No: Not yet known

Filed: September 26, 2003

Title: TALK-LISTEN RATIO  
PERFORMANCE METRIC FOR  
TELEPHONE-INTENSIVE PERSONNEL

Attorney Docket No. 01-7096

Examiner: Not yet known

Art Unit: Not yet known

REQUEST FOR CERTIFICATION  
UNDER 35 U.S.C. 122(b)(2)(B)(i)

Commissioner for Patents  
Alexandria, VA 22313-1450

Dear Sir:

I hereby certify that the invention disclosed in the attached application has not and will not be the subject of an application filed in another country, or under a multilateral agreement, that requires publication at eighteen months after filing. I hereby request that the attached application not be published under 35 U.S.C. 122(b).

Respectfully submitted,



Peter Hsieh  
Reg. No. 44,780

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